

Title: January 2017 update DHSTV transcript

[Start of transcript]

This month: keeping up to date with changes, where you can find the most up to date information on your payments, and what to do if your reporting date falls on the Australia Day public holiday.

G'day, I'm Hank Jongen, General Manager, Department of Human Services here to tell you what's happening with the department in January.

It's a brand new year and with it may come some changes to your circumstances and also changes to payments and services that may affect you.

For this reason it's important to keep your information up to date with your Centrelink online account through myGov or the Express Plus mobile app. You can also check our website for the most up to date news in and around the department.

We have social media accounts catering to a broad range of customers that not only give important information, but provide answers to any general questions you may have on Facebook and Twitter.

The Student and Family Update, Department of Human Services, Centrelink and myGov accounts (and also my account) all have information that you may find useful.

Our YouTube channel is a great source of video tutorials, from how to update your address to what to do if you've forgotten your Centrelink password.

These are just another way to keep in touch and could save you a phone call or visit. Find out more on our website.

We are also presenting the Human Services Podcast, where you can hear more in-depth discussion about a variety of topics from innovation, to stories from our staff and updates on payments and services.

You can subscribe to us on iTunes or stream us on soundcloud, simply search for 'Australian Government Department of Human Services' - and if you find podcasts difficult to hear we have them available on our Media Hub along with accessible transcripts.

And finally, this month we have arrangements in place for the Australia Day public holiday, meaning your reporting or payment dates may change. It's important you check our website to find out how this may affect you.

Thanks for watching, and as always, don't forget to like or follow us on social media and subscribe to our channel to keep up to date...

I'll see you next month, bye for now.

[End of transcript]